

Summary of participant feedback Future Communities Industry Forum - 20 and 21 August 2008

On 20 and 21 August 2008, key stakeholders from both the Child and Family Services sector and the Disability Services sector were invited to the Future Communities Industry Forum, as the first step in considering 'what the integrated implementation of the reforms would look like' for both sectors.

The forum included strong representation from both sectors, with involvement of over 180 participants over the two days of discussion.

The participant feedback is outlined below.

1. Forum purpose: How well do you think the forum attended to and/or met the following objectives?

Build enthusiasm, commitment and engagement within the reform program

Agree - Strongly Agree	Ambivalent	Disagree	Strongly disagree
76%	19%	5%	-

Highlight the intent of the Integrated Implementation Plan

Agree - Strongly Agree	Ambivalent	Disagree	Strongly disagree
72%	23%	4%	-

Identify the challenges and emerging opportunities

Agree - Strongly Agree	Ambivalent	Disagree	Strongly disagree
80%	15%	5%	-

Clarify areas of priority for 2008 and beyond

Agree - Strongly Agree	Ambivalent	Disagree	Strongly disagree
53%	35%	11%	-

Discuss key responsibilities we have as partners

Agree - Strongly Agree	Ambivalent	Disagree	Strongly disagree
54%	34%	12%	-

2. The following sessions were relevant and informative.....

Real partnership - the critical role of the community services sector in the reform program

Agree - Strongly Agree	Ambivalent	Disagree	Strongly disagree
83%	14%	3%	-

The Human Services reform agenda

Agree - Strongly Agree	Ambivalent	Disagree	Strongly disagree
84%	16%		-

Overview of the Office for the Community Sector

Agree - Strongly Agree	Ambivalent	Disagree	Strongly disagree
69%	30%	1%	-

Child Protection and Family Services Reform

Agree - Strongly Agree	Ambivalent	Disagree	Strongly Disagree
84%	15%	1%	-

Disability Services Reform

Agree - Strongly Agree	Ambivalent	Disagree	Strongly Disagree
64%	31%	6%	-

Implementing reform - The Bethany Experience

Agree - Strongly Agree	Ambivalent	Disagree	Strongly Disagree
69%	26%	5%	-

Conceptual overview of the integrated implementation plan

Agree - Strongly Agree	Ambivalent	Disagree	Strongly Disagree
65%	31%	3%	-

Getting started - integrated implementation planning - group work

Agree - Strongly Agree	Ambivalent	Disagree	Strongly Disagree
76%	23%	1%	1%

Regional access points and coordination - group work

Agree - Strongly Agree	Ambivalent	Disagree	Strongly Disagree
72%	27%	1%	2%

Working together - group work

Agree - Strongly Agree	Ambivalent	Disagree	Strongly Disagree
85%	14%	1%	-

Summary of key feedback themes:

Participants were asked for general comments in relation to the following questions. Feedback has been synthesised to provide a number of key themes.

What was the most important part of the forum for you?

- The opportunity to share views and have an open discussion with others in the sector(s)
- Working (for the first time) on mixed tables involving representatives from Children and Families and Disability
- The emphasis on a person-centred approach
- The talking and networking
- The strong sense of government commitment
- Information about the Bethany experience
- Details of 'how' the reform will be implemented
- Knowing that the change is actually going to happen

Was there any part of the program that was not useful for you? Why?

- There seemed to be too much focus on Children and Families; not enough focus on Disability
- Greater detail would have been useful - there was too much focus on 'philosophy' with limited emphasis on 'how the reforms will impact on services'
- The integrated implementation plan was delivered too late
- There were too many powerpoint presentations on day 1 - it was overwhelming
- No - I gained a lot from the experience
- It would have been useful to have some examples of models to critique
- Too much jargon

Do you have any particular comments or suggestions for improvement?

- It would have been useful to have some examples of models to critique / consider
- There is a need to ensure the 'consumer perspective' is a clear part of the Agenda; greater focus on services for clients, rather than service providers
- It would have been useful to hear 'what the Disability sector is good at'; there is already a high level of government and NGO collaboration
- There is a need to focus more on the Disability reforms; at present it appears 'Child and Family Services focused'
- There was too much information to take in; day 1 was too long
- There is a need for an ongoing communication strategy, and to ensure ongoing sector input
- More work on building partnerships between Government, NGOs and consumers is required

Participants also provided other general comments throughout the feedback form:

- Lack of clarity as to how the Government / Community sector partnership will be implemented
- Office of the Community Sector role seen to be still under development; lots of challenges
- The information presented on the Child and Family Reforms was very useful
- There is a need for more details on the Disability reforms; a coherent program
- Strong interest in the hearing from an NGO about the experience of implementing a similar reform process; it would have been useful to hear about a range of models
- In terms of day 2, it was great to work in positive teams and discuss how the implementation process will work; there is still considerable development work required to implement the reform